



Taproom General Manager

Overview

The Taproom General Manager is responsible for leading and driving daily Taproom operations, growing overall sales, hiring, developing, and motivating high performing team members, owning administrative tasks, upholding adherence to health and safety standards, and ensuring that all guests have memorable, positive experiences by providing industry leading service.

Please apply online at www.tailgatebeer.com/jobs, and submit your resume to jobs@tailgatebeer.com.

Responsibilities

- Continually strives to exceed overall company standards and brand expectations for TailGate Brewery
- Manages and operates all front of house and back of house day to day operations in the assigned TailGate Brewery Taproom
- Coordinates and manages opening and closing shifts/duties and operates day-to-day Taproom activities, utilizing and adhering to Taproom operations checklists
- Establishes, implements, and maintains standard operating procedures
- Maintains up to date, working knowledge of all Kitchen standard operating procedures to ensure minimization of waste and effective cost management
- Possesses extensive knowledge of craft beer, continually seeks and develops deeper understanding of TailGate offerings, and trains team members accordingly
- Excels in all front of house and back of house positions
- Sets standards of excellence in all facets and supports team in achieving it, as a team
- Ensures adherence to company cleanliness standards by overseeing cleaning schedules and holding staff accountable
- Understands, follows, and enforces health, safety and hygiene standards and ABC, Beer Board, and Metro Health Code regulations and regularly conducts internal inspections
- Performs PRIME Cost counts and analysis
- Operates taproom day to day function within PRIME Cost targets
- Learns and utilizes company platforms and operates within existing procedures
- Maintains compliance with Taproom security procedures
- Continually expands knowledge and understanding of operation in its entirety
- Maintains timely communication utilizing email, text, and company group communication
- Prepares weekly, monthly, and annual paperwork in a timely and professional manner
- Manages budget forecasts, utilizing and analyzing historical statistics/performance
- Maintains thorough and up-to-date notes on all day to day activities
- Oversees and manages all operational/administrative tasks to include scheduling, cash management, inventory management, and ordering
- Monitors and maintains all requisite licensure and inspection compliance
- Manages recruitment function within taproom to include interviewing, hiring, onboarding, training, and developing new team members
- Coaches and develops team members to ensure execution of highest quality service, product, and presentation on an ongoing basis
- Spreads a contagious enthusiasm for TailGate as a company, brand, and place to work
- Provides ongoing, positive recognition and fosters an environment of teamwork
- Collaborates with other leadership to create a healthy workspace for all team members
- Partners with human resources in employment relations management to include coaching, disciplining, and administering terminations
- Actively develops business to include growing sales and managing costs to company targets

- Engages guests to promote product, answer questions, and address all concerns promptly and appropriately
- Anticipates guest needs and identifies and corrects potential service opportunities
- Engages in service recovery in a manner that is ethical and financially responsible
- Performs all other duties as assigned by management

Skills and Experience

- Previous food and beverage management experience required, general management experience preferred
- Experience with liquor, craft beer, and full kitchen required
- Genuine desire to serve others
- Exceptional analytical, decision making and problem-solving skills
- Ability to utilize resources and make appropriate decisions independently
- Impeccable attention to detail with excellent verbal and written communication skills
- Strong planning and organizational skills with emphasis on execution and follow through
- Strong work ethic and the ability to multitask, prioritize, and adapt to changing situations
- Strong conflict management skills
- Proven ability to grow and develop a successful team
- ServeSafe license preferred
- Ability to promote, celebrate, and uphold the company mission: People. Product. Service.

Requirements

- All skills and experience as outlined above
- Ability and willingness to work at any TailGate location as needed
- Ability to work flexible schedule as determined by needs of the operation
- Ability to handle fast-paced, high-pressure situations
- Ability to work closely with machinery/moving parts
- Ability to work in loud, busy, excited environments on a regular basis
- Ability to sit, stand and/or walk for long periods of time
- Ability to bend, kneel, reach, twist, and stoop
- Ability to lift, push, and pull 50 pounds without assistance
- Ability to push, pull, move full kegs (approximately 160 pounds) with assistance
- Following of all company health and safety standards to include proper use of personal protective equipment and compliance with all OSHA and CDC guidelines
- Current, active TABC License
- 21+ years of age
- High School Diploma or GED

Compensation and Benefits

- Full-Time, Salaried
- Paid Time Off Program
 - 1 to 4 weeks annually based on seniority
 - Thanksgiving & Christmas off with pay
- Opportunity to request at least 1 weekend off per month
- Additional Healthcare/Financial Planning Benefits
 - Health Insurance: 50% employee coverage paid by TailGate Brewery
 - Dental Insurance: 100% employee coverage paid by TailGate Brewery
 - Vision Insurance: 100% employee coverage paid by TailGate Brewery
 - Health Savings Account (HSA)
 - 401(k) (after 12 months of employment)
- 50% off of all Taproom merchandise, food, and drinks

Equal Employment Opportunity

TailGate Brewery strongly supports equal employment opportunity for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law.